

**COUNTY OF SAN LUIS OBISPO BOARD OF SUPERVISORS
AGENDA ITEM TRANSMITTAL**

| | | | |
|--|---|--|----------------------|
| (1) DEPARTMENT Sheriff - Coroner | (2) MEETING DATE 9/23/2014 | (3) CONTACT/PHONE Ian Parkinson/781-4540 | |
| (4) SUBJECT Request to approve Amendment No.1 to the contract with Global Tel Link Corporation to add Video Visitation Services for inmates and provide scheduling software to modernize visitation both on site and through Video Visitation. All Districts. | | | |
| (5) RECOMMENDED ACTION It is recommended that the Board approve the Amendment No. 1 to the contract with Global Tel Link Corporation to add Video Visitation Services for the inmates in the County Jail. | | | |
| (6) FUNDING SOURCE(S) N/A | (7) CURRENT YEAR FINANCIAL IMPACT \$0.00 | (8) ANNUAL FINANCIAL IMPACT \$0.00 | (9) BUDGETED? N/A |
| (10) AGENDA PLACEMENT <input checked="" type="checkbox"/> Consent <input type="checkbox"/> Presentation <input type="checkbox"/> Hearing (Time Est. ____) <input type="checkbox"/> Board Business (Time Est. ____) | | | |
| (11) EXECUTED DOCUMENTS <input type="checkbox"/> Resolutions <input checked="" type="checkbox"/> Contracts <input type="checkbox"/> Ordinances <input type="checkbox"/> N/A | | | |
| (12) OUTLINE AGREEMENT REQUISITION NUMBER (OAR) N/A | | (13) BUDGET ADJUSTMENT REQUIRED? BAR ID Number: N/A <input checked="" type="checkbox"/> 4/5 Vote Required <input type="checkbox"/> N/A | |
| (14) LOCATION MAP N/A | (15) BUSINESS IMPACT STATEMENT? No | (16) AGENDA ITEM HISTORY <input type="checkbox"/> N/A Date: <u> 4/26/11 </u> | |
| (17) ADMINISTRATIVE OFFICE REVIEW Geoff O'Quest, Administrative Analyst | | | |
| (18) SUPERVISOR DISTRICT(S) All Districts | | | |

County of San Luis Obispo



TO: Board of Supervisors

FROM: Sheriff - Coroner / Ian Parkinson/781-4540

DATE: 9/23/2014

SUBJECT: Request to approve Amendment No.1 to the contract with Global Tel Link Corporation to add Video Visitation Services for inmates and provide scheduling software to modernize visitation both on site and through Video Visitation. All Districts.

RECOMMENDATION

It is recommended that the Board approve the Amendment No. 1 to the contract with Global Tel Link Corporation to add Video Visitation Services for the inmates in the County Jail.

DISCUSSION

Currently visitation for inmates with family members, friends and attorneys at the County Jail is accomplished by telephone or on-site visits which occur on a first come first serve basis. First come, first serve on-site visitation at the jail creates copious challenges for the proper management of the facility security, the supervision of inmate movement, and generating reports and approval for visitors. Additional challenges exist for the inmate's family and friends who incur costs when they have to travel to the facility and wait in lines to have an on-site visit. After incurring these costs associated to travel, there are times after arriving that the families and friends find out that visitation has been suspended. Often times the inmate's attorney also has to travel to the Jail facility, or the custody transportation unit is required to transport the inmate to court to facilitate a meeting between the inmate and their attorney.

The Sheriff's Office recognized that these issues or impacts could be mitigated with the addition of video visitation services offered to the inmate population. At least four companies offering video visitation capabilities were contacted and on-site demonstrations were facilitated for correctional staff. All of the company's offered similar designed video visitation hardware offering inmates the option of video visitation for families, friends and attorney visits. One of the companies contacted was our current provider of phone services Global Tel Link Corporation (GTL). In addition to the hardware component of video visitation, GTL's solution also offered a scheduling program that not only schedules the video visits but also the on-site visits at the Jail. The current on-site visiting is managed by an archaic 3X5 file card system that is very labor intensive and inefficient.

Working under our current agreement for inmate phone services the Sheriff's Office approached GTL about the possibility of offering video visitation at zero cost to the County. The current agreement with GTL is effective through April 26, 2014 with an automatic renewal term for (3) additional (1) year terms which would extend it through April 26, 2017. The Sheriff's Office has been very pleased with the services and responsiveness of the inmate phone services offered by GTL. Staying within the term of the current agreement, GTL agreed to provide, install and maintain the requested number of secure visitation stations, supported by the visitation management software which will help facilitate both on-site and remote visitation between the inmates and their family, friends and attorneys. GTL will incur costs for the installation of the system which they will recoup through the Video Visitation Charges. Once they have recouped their costs for installation of the system the County will receive a commission on the use of the video visitation system as agreed to in the amendment. These commissions are placed in the Inmate Welfare Fund which is used to provide services essential to the benefit, welfare and educational needs of the inmates.

The addition of the video visitation hardware and software offered by GTL will allow the Sheriff's Office to schedule, manage, and track all visits, and view the visit history in one system. This will help reduce the amount of movement of the inmates inside and outside the County Jail improving operational efficiencies, creating a safer environment and allowing for improved opportunities for the inmates to connect with family members and their attorneys.

OTHER AGENCY INVOLVEMENT/IMPACT

The Sheriff's Office has worked with Purchasing on the Amendment to make sure we were within the existing agreement guidelines. County Counsel has reviewed and approved the Amendment as to form and legal effect.

FINANCIAL CONSIDERATIONS

Under this amendment no commission will be paid to the Sheriff's Office until GTL has recovered the value of its investment in the Video Visitation System in the amount of \$167,000. GTL will provide the Sheriff's Office with quarterly revenue reports showing the revenue received against that amount. Inmates or visiting families or friends will be charged a flat rate of fifteen dollars (\$15) for up to twenty (20) video visitation minutes, and a flat rate of thirty dollars (\$30) for up to forty video visitation minutes. After the value of \$167,000 is recovered, GTL will pay the Sheriff's Office a commission of Gross Revenue of fifteen percent (15%) during the first year, then twenty percent (20%) during the second year. The commission percentage will then increase five percent (5%) annually, not to exceed a maximum of forty percent (40%). It is difficult to accurately gauge the level of usage of the video visitation system until it is installed and operational. GTL anticipates it will take approximately two years for them to recover the installation costs.

In the event the agreement terminates before April 26, 2018 for any reason other than breach by GTL, the Sheriff's Office will pay GTL as follows:

| Termination Date | Amount Due |
|--|------------|
| Amendment effective date thru April 26, 2014 | \$125,251 |
| July 1, 2016 thru April 26, 2017 | \$ 83,501 |
| July 1 2017 thru April 26, 2018 | \$ 41,750 |

The months of May and June will be reduced by a pro rata sum based on the number of months completed within the associated period before termination. If payment for early termination is required the title to the cabling and kiosk hardware will transfer to the County.

RESULTS

The procurement of the video visitation and scheduling system offered by GTL will enhance the capabilities of the Sheriff's Office which contributes to the County's community-wide goals of a Safe Community: "The County will strive to create a community where all people-adults and children alike-have a sense of security and well-being, crime is controlled, fire and rescue response is timely, and roads are safe."

ATTACHMENTS

Amendment No. 1 to contract with GTL to add video visitation services